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# ANNUAL REPORT 1994

MISSOURI JOB  
TRAINING  
PARTNERSHIP



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## Abbreviations

JTPA	Job Training Partnership Act
MTEC	Missouri Training and Employment Council
OJT	On-the-Job Training
PIC	Private Industry Council
PY	Program Year
SDA	Service Delivery Area

The Honorable Mel Carnahan  
Governor, State of Missouri  
Executive Office  
State Capitol  
Jefferson City, Missouri 65101

Dear Governor Carnahan:

The Missouri Training and Employment Council is pleased to present to you the annual performance report of the Job Training Partnership Act (JTPA) programs in Missouri. The report covers the period July 1, 1994 through June 30, 1995. It portrays Missouri at work in a changing economic and political environment.

As Missouri recovered from the extensive floods of Spring 1993, economic, political, and social forces were changing work force development. Congress was considering a reduction in funds as well as sweeping changes in the way publicly funded services were offered. The State's challenge was to stop talking about needed changes and to begin to change while still serving it's citizens.

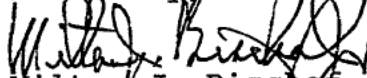
Through your foresight and leadership, MTEC prepared a strategic plan for work force development in Missouri. It reflects MTEC's longstanding goal to eliminate duplication and encourage collaboration with our partners to deliver work force development services efficiently to all customers. These are the very same principles which serve as the foundation for federal block grant legislation under consideration in Congress.

The JTPA initiative to develop multi-service career centers for dislocated workers and implementation of Missouri's federal One-Stop grant has brought government, the private sector, education, and other stakeholders together in a collaborative working relationship.

The Missouri Employment and Training Council believes this collaboration and cooperation provides Missouri with a solid foundation to meet the challenge of providing high quality services under block grants.

The Council looks forward to working with you to build, improve, and sustain a competitive work force for Missouri.

Sincerely,



Milton J. Bischof, Jr., Acting Chair  
Missouri Training and Employment Council

# EXECUTIVE SUMMARY

As Missouri recovered from the Spring 1993 floods, economic, political and social forces produced opportunities, and challenges in the work force development system and Program Year 1994 (July 1, 1994 through June 30, 1995) had its share of both. Congress was considering a reduction in Job Training Partnership Act (JTPA) funds as well as sweeping changes in the way publicly funded services were offered. Missouri had to stop talking about needed changes and begin changing while still serving its citizens.

## One-Stop Career Centers

- ◆ The JTPA initiative to develop career centers for dislocated workers has been a major activity for JDT this year.
- ◆ The Work Connections initiative has provided the framework for the JTPA system and Private Industry Councils to work with local agency partners to use existing resources and help Missouri workers gain the necessary skills for today's economy.
- ◆ In August 1995, Missouri was awarded a One-Stop Implementation Grant, becoming one of only sixteen to receive such an award. This innovative project will assist Missouri in developing a world class work force that can successfully compete in today's economy.
- ◆ Perhaps more importantly, One-Stop demonstrates how several state departments, in conjunction with local service providers, can work together to provide a wider range of services and better customer service, all at a reduced cost to taxpayers.

## JTPA Performance Standards

- ◆ In spite of funding uncertainty and new performance requirements, Missouri met or exceeded all six nationally mandated JTPA Title II adult and youth performance standards.
- ◆ Twelve of the fifteen SDAs in Missouri met or exceeded all six of the performance standards. The remaining three SDAs met five of the six standards. This extended a three year trend in which over half of the Missouri SDAs met all six standards.

- ◆ Statewide, the average percent exceeded on the six standards has steadily increased over the past three program years. In PY'92 the overall average percent exceeded was by 21%. For PY'94 it was nearly by 33%.
- ◆ Missouri also exceeded the two nationally mandated Title III dislocated worker performance standards for the sixth year in a row.

## **Funding**

- ◆ Total resources available in PY'94 were \$81,941,683 of which \$56,736,666 were allocated to the SDAs under Titles II-A (Adults) II-B (Summer Youth), II-C (Youth) and III (Dislocated Workers).
- ◆ In addition, there are other federal and state funding sources administered by the Division, often through the SDAs. These funds are generally targeted for specific customers and/or services.

## **JTPA Adult Programs (Title II-A)**

- ◆ In PY'94, 6,727 economically disadvantaged adults were served with 4,782 completing an activity. Of those completing, 2,187 (46%) were placed in jobs.
- ◆ Over three fourths of the adults served received occupational and/or basic skills training either in the classroom or on the job.
- ◆ The Experienced Worker Program, a program for those age 55 and over, served 569, of which 67% entered employment with average hourly wage of \$5.76.

## **JTPA Youth Program (Titles II-B and II-C)**

- ◆ In PY'94, 9,302 economically disadvantaged youth were served in the Summer Program (II-B). The majority participate in work experience and 89% successfully complete the summer program.
- ◆ In the year round youth program (Title II-C), 4,207 economically disadvantaged youth were served with 3,270 completing of which 42% were placed in jobs.
- ◆ Unlike the Adult programs, job placement is not the only way a youth participant can be determined as successfully completing the program. Remaining or returning to school or meeting locally developed skill competencies is considered a success for the JTPA youth.

## **JTPA Worker Reentry Program and Rapid Response Programs**

- ◆ Worker Reentry and Rapid Response Programs serve workers who are laid off because of business closures or cutbacks and are not likely to return to their previous industry or occupation.
- ◆ The Division, through its fifteen substate grantees, served more than 5,846 laid-off workers excluding special grants.
- ◆ Of the laid-off workers completing the program 78% secured employment at an average hourly wage of \$8.93.
- ◆ In recent years Missouri has become one of the leading states in the nation at applying for and successfully obtaining additional JTPA Title III discretionary grant funds to provide training and reemployment assistance for workers permanently laid off.

Altogether the Division had nine active Title III discretionary grants for workers laid off from the following companies. Artex (Boonville), Sherwood Medical and Monfort Pork (St. Joseph), Thomas Hill Mine (Moberly), Churchill Trucking Lines (Statewide), McDonnell Douglas (St. Louis), General Motors (St. Charles and St. Louis), Sears (Kansas City), and Packaging Resources (Louisiana).

- ◆ In addition to discretionary grants, the Division maintains a separate program to assist workers laid off as a result of normal business activity. During PY'94, the State's Rapid Response Team worked with 59 companies and conducted 213 on-site meetings with employers, unions, and workers.

## **Missouri Youth Service and Conservation Corps**

- ◆ Missouri is one of several states which provides funding for young people to participate in community betterment activities. This continues a movement of service dating back to the Civilian Conservation Corps of the 1930s.
- ◆ The Missouri Youth Service and Conservation Corps is in its third year and 100 youth were enrolled during PY'94.
- ◆ They helped repair and restore public facilities, county roads, and rehabilitate wildlife habitats among other community services.

## **Missouri Customized Training Program (MCTP)**

- ◆ In PY'94 MCTP provided assistance to a record number 147 companies, training 5,048 workers in new jobs, and retraining 8,179 current workers.

- ◆ Customized training provided assistance to a variety of industries, including electrical and electronic equipment manufacturers, communication, printers and publishers, business services, and food processors.
- ◆ The Division and the Department of Economic Development (DED) assisted 68 companies in locating to or expanding in Missouri, creating 10,337 new jobs.
- ◆ Task Oriented Training, a service available through MCTP, helped assist more companies than ever before, with a total of 27 company projects and 348 job titles analyzed.

## **Community College New Jobs Training Program**

- ◆ The New Jobs Training Program (NJTP) has become a key ingredient in economic development efforts to attract industry and jobs to Missouri.
- ◆ The program was a key factor in several companies' decisions to locate to Missouri, such as Transamerica (523 new jobs), Huffy Bicycles (546 initially, plus an additional 250), and Gateway 2000 (990 new jobs).
- ◆ In PY'94 there were seven new projects which created 4,714 new jobs.

Each year, at the Missouri Training and Employment Council's Annual Conference, the Governor's Awards for Excellence are presented to recognize outstanding performance in the work force development system. In addition to recognizing individuals and programs for their contributions, fifteen former participants are recognized for their achievements. These individual stories of courage, hard work and dedication to a goal bring into focus the real purpose of JTPA and help renew the resolve of the entire work force development system to meet the next set of challenges and opportunities.

## MOVING TOWARD ONE-STOP CAREER CENTERS

In PY'94, the Division of Job Development and Training provided more than \$1,860,000 to Missouri's fifteen Job Training Partnership Act Private Industry Councils to assist them in developing One-Stop Career Centers or Multi-Program Career Centers. The majority of the Centers became operational in October 1994 to help Missouri residents achieve their full career and employment potential and to enable the delivery system to become more customer focused.

The program was called Work Connections and each Service Delivery Area (SDA) developed its own combination of programs to provide a wide range of employment and training opportunities which meet local needs. Other agencies joined the effort and helped to provide improved access to information and services through cooperation or co-location with the Work Connections Centers.

Each Center offers Basic and Intensive Services. Basic Services include information about job listings, assistance in planning for reemployment and other help in finding employment. Intensive Services include in-depth testing, assessment, classroom training, on-the-job training and other individualized services needed to secure employment.

These funds provided the service delivery areas the resources needed to expand and enhance services to dislocated workers. It quickly became apparent that by enhancing the programs for dislocated workers, opportunities were also expanded for all customers needing assistance with employment and training. Results have been a more customer friendly and accessible system.

Many of the Centers also provide on site services through a mobile system. Each SDA has a Rapid Response Coordinator and a Division of Employment Security Technician available to provide service coordination and assistance during layoffs.

In May 1995, an interagency team from the Departments of Economic Development, Labor and Industrial Relations, Elementary and Secondary Education, Social Services, and Higher Education developed a grant application to fund a statewide One-Stop Career Center System. The major components of that system are:

- ❖ **INTEGRATION** - the extent to which the work force development system offers the full array of services and information available within the community;
- ❖ **CUSTOMER CHOICE** - there shall be a variety of methods for accessing information and service;
- ❖ **UNIVERSALITY** - the system should be available to everyone; and



- ❖ **ACCOUNTABILITY** - information and service delivery systems should be designed around customer needs.

In August 1995, Missouri was one of only seven states to be awarded a One-Stop Implementation Grant, becoming one of only sixteen states to receive such an award.

The Work Connections initiative has provided the JTPA system with a framework which assists Private Industry Councils to work with other local agency partners to establish a One-Stop Career Center system in Missouri.

# **JTPA PROGRAMS IN MISSOURI**

## **Adult and Youth Training Program (Titles II-A and II-C)**

JTPA authorizes training activities designed to alleviate the specific employment problems of economically disadvantaged adults and youth served through locally administered programs. The Division works with and allocates funds by formula to fifteen local SDAs which constitute the primary delivery units for local programs. A PIC and the Chief Elected Officials within each SDA then determine the types of programs to be offered and are responsible for day-to-day operations. The types of programs may include, but are not limited to: on-the-job training, classroom occupational skill training, job search assistance, customized and basic skills training and work experience. The Division monitors, evaluates, and provides technical assistance to the SDAs.

During PY'94, the JTPA program in Missouri served 6,727 adult and 4,207 youth participants; 4,782 adults and 3,270 youth completed the program, of which 2,187 adults and 1,386 youths were placed into employment.

## **Experienced Worker Program (Title II-A 5%)**

The Missouri Experienced Worker Program (EWP) provides training and job placement assistance to individuals age 55 and over who meet income eligibility criteria. Participants are often retired or semi-retired and need to supplement their income through full or part-time employment.

A major program emphasis is helping participants overcome specific employment barriers which often prevent older individuals from finding jobs. Statewide, available services include job search assistance, part-time or full-time OJT, and referral to vocational training to acquire additional skills or refine existing skills.

In order to closely coordinate EWP services with those provided by the Missouri Division of Aging and Title V Senior Community Services Employment Program, the Division remains an active member of the Missouri Senior Employment Coordinating Committee.

During PY'94, the program served 569 experienced workers beyond assessment. Of the participants who completed, 67% entered unsubsidized employment at an average wage of \$5.76.

The Hospitality Host component of the EWP is now operational in nine SDAs. In PY'94, fifteen Hospitality Host classes were held, serving 108 participants with 63 entering employment and 41 performing Hospitality Host job duties. The average wage earned is \$5.51 per hour.

The EWP allocation was fully expended during its program year.

## School-to-Work Transition Program (Title II-A 8%)

Recognition that over half of the high school students do not continue their education after high school graduation provided the impetus to develop a flexible initiative to combine school and work experience. The Division funded this program initiative through a contract with the Department of Elementary and Secondary Education. Projects offered school-to-work transition services to JTPA eligible youth.

Fourteen projects operated during PY'94 in nine SDAs. These projects continue to strengthen and enhance linkages with local education agencies, Administrative Entities, PICs, and communities.

In the Fall of 1994, the Division, using 8% funds, launched the **Employer Gateway Project** to further promote the school-to-work initiative. The project's goal is to build private sector support and involvement in the development of a system for the successful transition of youth into Missouri's work force. This project provided funding to hire employer coordinators in five pilot areas in the State.

SDA	SCHOOL-TO-WORK SITE	TOTAL FUNDING	JTPA MONEY	NUMBER SERVED
1	Bethany	\$115,141	\$33,810	36
2	Hannibal	105,500	44,000	44
4	Sedalia and Marshall	571,967	206,567	279
7	Joplin	238,115	74,615	60
9	Rolla, Camdenton, Eldon	356,783	135,608	146
11	Cape Girardeau and Farmington	239,409	104,767	86
12	Independence	321,377	115,500	90
14	St. Charles	374,848	159,487	103
15	Washington (also serves SDAs 2 and 14)	255,145	108,550	88

## Summer Youth Employment Program (Title II-B)

During the summer, with an emphasis on remedial and basic education, the program offered economically disadvantaged youth the opportunity to gain work experience. Nine thousand, three hundred and two (9,302) youth were served.



The majority participated in some type of work experience, but 738 also participated in a remedial and basic education component. Eighty-nine percent (89%) of the youth successfully completed the summer program.

### **Rapid Response and Worker Reentry Program (Title III)**

Rapid Response and Worker Reentry Programs serve laid-off workers who are not likely to return to their previous industry or occupation due to business closures or cutbacks. Rapid Response services begin when the state dislocated worker contacts a company prior to layoff. Meetings are scheduled with the company, union officials and affected workers. At these meetings, state and local staff provide information regarding programs and services designed to lessen the impact of a layoff and help return affected workers to productive employment. Other agencies which assist JDT staff in Rapid Response include the Department of Economic Development, Division of Employment Security, University of Missouri Extension, AFL-CIO State Labor Council, and local Worker Reentry Program Operators.

Worker Reentry Program (WRP) services include assessment and testing, job search assistance classes, career counseling, supportive services, classroom occupational and on-the-job training.

In Program Year 1994:

- ◆ The Division, through its fifteen substate grantees, served more than 5,846 laid-off workers excluding special grants.
- ◆ \$8,608,071 of the available state Title III formula funds helped laid-off workers reenter the work force.
- ◆ Seventy-eight percent (78%) of laid-off workers completing the program secured employment at an average hourly wage of \$8.93..
- ◆ \$12,040,893 in additional Title III discretionary funds was secured to serve 2,139 workers laid off at McDonnell Douglas in St. Louis, Packaging Resources in Louisiana, Sears in Kansas City, General Motors in St. Louis and St. Charles, Churchill Trucks in Chillicothe, Thomas Hill Mine in Moberly, Sherwood Medical and Monfort Pork in St. Joseph, and Artex Sportswear in Boonville.
- ◆ Approximately \$757,993 in EDWAA 40% funds were used to enroll 640 laid-off workers in vocational training and education classes.
- ◆ The Division's Rapid Response Team assisted 59 companies that laid off more than 50 workers each. A total of 213 Rapid Response meetings were held for more that 17,800 dislocated workers.

- ◆ Missouri's dislocated worker programs continue to perform consistently by meeting or exceeding its two performance standards. One third of the PIC's exceeded their mandated performance requirements by 25% or more in PY'94.

## **Missouri Youth Service and Conservation Corps**

The Missouri Youth Service and Conservation Corps (MYSCC) added 10 projects for a total of 34 projects over the past three years.

The Division of Job Development and Training administers MYSCC, with local delivery provided through eligible project sponsors including the AEs. During PY'94, funding was provided through local JTPA funds, state discretionary grants, private contributions, and contributions from other state agencies. Project sponsors design MYSCC activities to meet a specific community need. The activities run the gamut from:

- ❖ repair, restoration, and maintenance of public facilities and amenities;
- ❖ county road improvement;
- ❖ soil conservation and rehabilitation of wildlife habitats;
- ❖ assistance to the needy and home bound; and
- ❖ flood restoration.

In PY'94, 100 young Missourians were enrolled as MYSCC members. Participants combined work experience with, when necessary, either remedial education or preparatory study for GED certification.

## **Missouri Veterans Preference Law**

The Missouri Veterans Preference Law (RSMo 285.235 and 285.237) requires that any federally funded employment and training program include a priority system when providing services to veterans. The legislation further states that qualified applicants shall be referred to job openings and training opportunities in the following priority:

1. Special disabled veterans;
2. Target-specific veterans;
3. All other veterans;
4. Other eligible persons; and
5. Non-veterans.

For PY'94, the chart is a breakdown of veterans and other eligible persons served by the Division of Job Development and Training in all of its fully or partially federally funded programs.

	Special Disabled	Targeted Specific	All Other Veterans	Other Eligibles	Non- veterans
Total Participants	11	1,105	1,409	41	19,084
Total Terminations	8	769	1,031	28	13,488
Entered Unsubsidized Employment	4	600	708	21	7,646
Total Activities*	28	2,594	3,117	97	48,220
Classroom- Occupation Training	4	432	552	14	7,597
On-the-Job Training	2	73	128	4	1,067
Other Educational Training	3	131	117	2	3,392
Job Search Activities	1	275	271	9	2,994
Work Experience	0	3	10	0	1,453
Other	19	2,319	2,836	85	40,633

\* The same veteran or eligible person may be enrolled in more than one activity.

## Missouri Veterans Program

Missouri was only one of 14 states to be granted a US DOL Veterans Grant. The focus of the Missouri Veterans Program is to provide services to veterans with serious barriers to reemployment. Participants are offered an intensive case management approach which focuses on a comprehensive provision of services. These include career interest assessment, counseling, and supportive services which enable the hard-to-serve veteran to transition into on-the-job training and classroom-occupational training, and then unsubsidized employment. The federal Title IV-C funds are matched by the Private Industry Councils in Service Delivery Areas 3 and 12, 6, and 13.



Eligible veterans are: 1) disabled; 2) Vietnam era; and 3) recently separated.

In PY'94, the Title IV-C grant was \$718,250 with \$198,590 local matching funds. With these funds, 276 new participants were served at an 57% employment rate. The average wage was \$7.98 per hour.

## **Mandatory Employment and Training Programs**

Through a contractual agreement with the Missouri Division of Family Services (DFS), U.S. Department of Agriculture (USDA) funds are provided to enhance accessibility to employment and training services for Mandatory Employment and Training Program (METP) eligible Food Stamp recipients. Services range from on-the-job training, classroom-occupational training, work experience, and job search assistance.

During PY'94, DFS provided \$250,000 to expanded employment and training services to METP clients. The minimum performance expectation was a statewide enrollment of 1,000. Nine SDAs participated providing both rural and metropolitan coverage.

During PY'94, 149 food stamp recipients were enrolled in METP with 76 terminated to employment.

## **Customized Training Program**

The Customized Training Program provides assistance to train eligible persons for newly created jobs with new and expanding business. This program also helps retain existing Missouri jobs through the retraining of workers made necessary by new capital investments.

Customized training includes classroom training, on-the-job training, and task oriented training. It can be provided by a private institution, an area vocational/technical school, community college, college or an employer's own trainers when certified by the Department of Elementary and Secondary Education (DESE).

In PY'94, \$13,025,000 was available through the Missouri Job Development Fund to provide flexible, employer-specific training. The Department of Elementary and Secondary Education provides additional funding for classroom training.

In Program Year 1994:

- ◆ Task Oriented Training (TOT) was provided to 27 companies.
- ◆ Through the MJDF, the Division helped train 5,048 Missourians for newly created jobs, and retrain 8,179 Missourians so they could retain their current employment.

- ◆ The Division funded 147 customized training projects with Missouri employers. MJDF funds were used exclusively for these projects.
- ◆ All funds were expended, despite the fact the PY'94 appropriation of \$11,275,000 was the largest to date. In addition, \$1,750,000 in unspent funds from PY'93 was reappropriated.
- ◆ Thirty-nine thousand, six hundred thirty-eight (39,638) participants were served by DESE in classroom skill training for 191 employers using funds earmarked for customized training.
- ◆ The Division and DESE jointly funded 19 projects to train 5,991 participants.
- ◆ Customized training provided assistance to a variety of industries; including electrical and electronic equipment manufacturers, communication, printers and publishers, business services, and food processors.
- ◆ The Division and the Department of Economic Development (DED) assisted 68 companies in locating to or expanding in Missouri, creating 10,337 new jobs.

## **New Jobs Training Program**

The New Jobs Training Program also offers state assistance to companies to train workers in newly created jobs in Missouri. The training assistance is funded through certificates which are repaid by a portion of the newly created jobs' state employer withholding tax.

Training provided through the New Jobs Training Program includes adult basic education, classroom skill training, skill assessment, pre-employment training, vendor training, on-the-job training, and other training related activities.

The Department of Economic Development and the Division Job Development and Training work with the community colleges to market the program and JDT reviews program applications for approval.

In PY'94, there were 7 new projects which created 4,714 new Missouri jobs.

PROJECT	LOCATION
Ford	Claycomo
Tyson Foods	Marshall & Sedalia
Gateway 2000	Kansas City
Transamerica	Kansas City
Schreiber Foods	Clinton
Huffy Bicycles	Farmington

## **FUTURES**

The Job Opportunities and Basic Skills (JOBS) training program, known in Missouri as FUTURES, is a state administered program to help Aid to Families with Dependent Children (AFDC) recipients prepare for employment and self-sufficiency.

The FUTURES program is administered by the Department of Social Services, Division of Family Services (DFS). The State's Departments of Social Services, Labor and Industrial Relations, Elementary and Secondary Education, and Economic Development are charged with avoiding duplication, with making the best use of existing systems, and with using general revenue to maximize the flow of federal dollars to Missouri for the FUTURES program.

The Division of Job Development and Training provides participant services, particularly occupational skill training and on-the-job training, to help aid AFDC participants achieve their goals.

In PY'94, 908 FUTURES participants received JTPA services. This includes clients whose occupational skill training was funded with FUTURES funds through a joint contract between DFS and DESE, with JDT receiving FUTURES funds to support the local and state administrative costs associated with this training.

## **Missouri Training Institute**

### **Job Training Professional Development**

The Missouri Training Institute (MTI) is JTPA-funded through a contract with the Missouri Division of Job Development and Training. A part of the University of



Missouri-Columbia College of Business and Public Administration and the University Extension Division, MTI provides training and professional development services to Missouri's work force development system.

Some of the services provided by MTI during PY'94 were:

- ◆ Nearly 3,250 professionals attended workshops on technical assistance and information sharing on job development, counseling, case management, supervision, employment and training administration and marketing.
- ◆ A Challenge Grant received through the U.S. Department of Labor allowed expansion of MTI services to Employment Security, FUTURES, and the Department of Elementary & Secondary Education partner agency's staff.
- ◆ MTI and JDT received a U.S. Department of Labor Contract to develop a series of multi-media based training modules. The modules are based on DOL Technical Assistance Guides which cover a variety of topics. The first module, JTPA eligibility, was developed and distributed nationwide during PY'94.
- ◆ MTI's Staff Development Resources Center provides a lending library of videos, books, training manuals, and other materials available to the work force development partners.
- ◆ Annual Governor's Employment and Training Conference attracted nearly 900 PIC members, staff, and others involved in job training in Missouri. MTI coordinated the event which offered over 40 workshops involving more than 70 speakers from around the country.

# **SDA HIGHLIGHTS**

## **School-to-Work Transition Experience in SDA 5**

The SDA 5 Private Industry Council, in cooperation with the Columbia Daily Tribune and the Douglas Alternative High School sponsored a Limited Internship Program for at risk students. The program provided work skill training through paid employment at the Columbia Daily Tribune.

After an application and interview process by their peers, nine youth were given internships of 480 hours of paid work experience in newspaper publication fields such as, personnel, classified and display ads, circulation, pressroom, newsroom and maintenance. In addition, all of the program participants received 40 hours of classroom instruction in Pre-Employment/Work Maturity Skills.

This successful program was recognized at the annual Missouri Vocational Associates Conference but more importantly, the nine students gave it a thumbs up.

## **One-Stop in SDA 15**

Program Year 1994 was the year SDA 15 implemented the one-stop career center concept which puts into action the U.S. Department of Labor's vision of a customer driven, easily accessible work force development system.

There's a center in Jefferson County and another in Franklin County.

The key principles of One-Stop service to customers are:

- ❖ Universality of Service -- provide all populations with an array of re-employment assistance;
- ❖ Customer Choices -- provide customers with service options and where to access them;
- ❖ System Integration -- integrate programs and services; and
- ❖ Performance Driven -- established clear outcomes including customer satisfaction

Currently, interagency efforts are beginning to collaborate as a team to improve services to the community.

Plans are also underway to use computer technology to link key service providers. Technology will also allow the customers to self search their own employment choices. For SDA 15, this is only the beginning.

## **A Dream Becomes Reality in SDA 14**

How would you feel if one day you went to work and your job had been eliminated? According to one laid off worker, who had worked for the same company for 18 years, disbelief is your initial reaction, then comes self doubt, panic, anger and frustration but not necessarily in that order.

It is at various stages during these wide ranges of emotion that people enter the St. Charles County (SDA 14) Worker Re-Entry Program (WRP). The Worker Re-Entry Program, a key element of the state's one-stop employment and training centers has as it's main objective to reduce the time spent in job search.

As one satisfied customer recently said, "Besides upgrading my education to make me more marketable, WRP helped me obtain an interview with a major local electronic production company. They helped me to professionally portray my expertise and work experience during an interview. I was hired five months after the interview and I'm still getting calls from the resume they did for me! Their services provided me with everything I needed to get back to work and achieve more than I ever thought possible.

## **Applied Work Education in SDA 7**

A pilot project initiated by SDA 7 Private Industry Council in cooperation with the Lamar Area Vo-Tech School gave 28 young people an opportunity to experience and learn in a real work environment while earning wages. The youths, aged 14 to 18, were involved in everything from production to marketing during their 40 hour work week. Under the watchful eyes of two staff members, they produced and marketed fishing rod holders, and other fishing related items, while learning team work and supervisory skills.

The project's success lead to an article in the local newspaper which generated great community interest and helped to make the youthful workers role models for others.

## **You're Never Too Old To Learn in SDA 13**

Six St. Louis County (SDA 13) older workers with diverse backgrounds are now pursuing employment in a field they previously had never considered - customer service.

The six individuals participated in a two-week pilot program designed to help economically disadvantaged older workers (55+ older) find employment. The students learned effective communication skills, problem solving techniques and how to deal with diversity in the workplace. Area business provided guest speakers discussing the importance of customer service to employers.

One speaker was so impressed with the course and students, he offered employment to three even before they completed their studies.

In PY'94, 27 older individuals attended Customer Service Training. Of this group, eleven found jobs, seven are upgrading their academic skills, and nine are currently interviewing.

SDA 13 plans to continue this successful customer service class in PY'95 and possibly expand it to other participants.

## **First Door Into Corporate America in SDA 6**

Participants enrolled in the St. Louis City's Summer Youth Employment and Training Program (SDA 6) learned many job skills necessary to succeed in corporate America. The City's private sector opened their doors to youth in such jobs as clerical assistants, file clerks, groundkeepers and housekeepers. One hundred sixty (160) youth were employed and/or sponsored by such diverse companies as Commerce Bank, Edward D. Jones and Company, Union Electric, Southwestern Bell Telephone, Ralston Purina and Enterprise Rent-A-Car.

Several of the summer participants were hired as part-time employees with the possibility of gaining full-time employment upon they finishing school.

## **One-Stop Not Always Enough in SDA 11**

The Southwest Missouri Private Industry Council (SDA 11) has two Work Connection Centers up and running in this 13 county area.

The Cape Girardeau Career Center offers all of the Job Training Partnership Act (JTPA) services through various services providers such as SPIRALS, Visiting Nurse Association, and the Division of Employment Security. Services to the welfare population are provided in conjunction with the Division of Family Services (DFS), FUTURES and Jobs, Education, and Training (JET) Programs. The PIC is currently negotiating with DFS for outreach services to food stamp clients through the Center.

The Center features streamlined intake, joint case management and electric data sharing among providers. There is access to a computer and printer for the client to do their own resumes and to access CHOICES career exploration. The Center has a resource and video library and a learning lab classroom.

The Division of Employment Security (ES) Kennett Office houses the SDA's other Career Center. This center provides services to laid-off workers and older workers as well as the customized training program through ES, New Perspectives outreach in cooperation with Three Rivers Community College; JTPA adult and youth outreach through the SPIRALS Job Training Program and Visiting Nurse Association.

FUTURES services through DFS and Jobs Corps outreach, intake and referral services.

SDA 11's Career Center services are designed to promote client satisfaction above all else.

### **21st Century Program in SDA 3**

The Full Employment Council, Inc. (SDA 3) in cooperation with the Missouri Division of Family Services and the Local Investment Commission, sponsor the 21st Century Program. The program provides on-the-job training for AFDC recipients but allows them to keep their Medicaid health benefits and child care for up to five years. In the last half of PY'94, over 1700 clients signed up for program. Jobs are available in customer service, health care, insurance, clerical, security and many more. This proactive program provides welfare recipients with job skills which allows self dignity and self sufficiency.



# PERFORMANCE MEASUREMENT IN MISSOURI

In PY'94 all Title II adult and youth and Title III performance standards established for JTPA by the Department of Labor (DOL) were exceeded.

## Title II Performance vs. Standards

<u>Performance Measure</u>	<u>Performance Standard</u>	<u>Actual Performance</u>
<b>ADULTS</b>		
Follow-Up Weekly Earnings	\$230	\$267
Follow-Up Welfare Weekly Earnings	\$213	\$248
Follow-Up Welfare Employment Rate	44%	61%
Follow-Up Employment Rate	58%	68%
<b>YOUTH</b>		
Entered Employment Rate	45%	53%
Employability Enhancement Rate	35%	67%

## Title III Performance vs. Standards

<u>Performance Measure</u>	<u>Performance Standard</u>	<u>Actual Performance</u>
Entered Employment Rate	69%	78%
Average Wage at Placement	\$8.56/hr.	\$8.93/hr.

## **Characteristics of JTPA Participants**

A typical Title II adult participant for Program Year 1994 was white (71%), between the ages of 22 and 54 (90%) and had a high school education or equivalent (81%). This program year, 71% of the participants were female.

"Employment Status" (page 24) is defined at the time of application to JTPA. Statistics show 82% of the participants served were either unemployed (60%) or not actively seeking employment (22%) at the time of enrollment into JTPA.

The "Placement" statistics show 80% of all adult terminees who found jobs were unemployed or not in the labor force prior to JTPA.

The "Other" characteristics show the service level (participants) and placement (terminees) statistics for some of the special target populations under JTPA, including Food Stamp recipients (67%), single parents (47%), AFDC recipients (36%), disabled (13%), and offenders (14%).

The typical Title II youth participant for PY'94 was white (69%) and female (53%). The percentage of youthful high school dropouts served was significantly larger than high school graduates or above, but more importantly the Missouri service level of 37% exceeded the national average for JTPA services to dropouts. The placement statistic shows 83% of all youth terminees who found jobs were unemployed or not in the labor force prior to JTPA.

The "Other" statistics show significantly less youth participants were Food Stamp recipients (43%), single parents (20%), and AFDC recipients (25%) than adults. Youthful offenders (15%) were served at about the same rate, but youth disabled (20%) were served at a higher percentage than adult disabled.

## TITLES II-A AND II-C PARTICIPANTS

### Adult

### Youth

Characteristics	Participant	Placement	Participant	Placement
<b>Gender</b>				
Female	5307 (71%)	1642 (65%)	2524 (53%)	726 (52%)
Male	2148 (29%)	867 (35%)	2280 (47%)	664 (48%)
<b>Education</b>				
H.S. Dropout	1379 (18%)	440 (18%)	1769 (37%)	537 (39%)
H.S. Student	24 (0%)	7 (0%)	1831 (38%)	402 (29%)
H.S. Graduate (and above)	6052 (81%)	2062 (82%)	1204 (25%)	451 (32%)
<b>Age</b>				
14-21	3 (0%)	0 (0%)	4804 (100%)	1390 (100%)
22-54	6745 (90%)	2180 (87%)	0	0
55 and over	707 (9%)	329 (13%)	0	0
<b>Employment Status</b>				
Unemployed	4447 (60%)	1575 (63%)	1986 (41%)	618 (44%)
Not in Labor Force	1649 (22%)	439 (17%)	2109 (44%)	543 (39%)
Employed	1359 (18%)	495 (20%)	693 (14%)	229 (16%)
<b>Ethnic Group</b>				
White	5264 (71%)	1684 (67%)	3328 (69%)	998 (72%)
Black	2021 (27%)	754 (30%)	1388 (29%)	368 (26%)
Hispanic	83 (1%)	29 (1%)	46 (1%)	15 (1%)
Others	87 (2%)	42 (2%)	42 (1%)	9 (0%)
<b>Other *</b>				
Food Stamp	5011 (67%)	1461 (58%)	2084 (43%)	592 (43%)
Single parent	3525 (47%)	994 (40%)	981 (20%)	306 (22%)
AFDC	2668 (36%)	686 (27%)	1182 (25%)	323 (23%)
Disabled	972 (13%)	346 (14%)	977 (20%)	295 (21%)
Offender	1043 (14%)	331 (13%)	700 (15%)	160 (12%)

\* Note participants may fall into more than one category, resulting in % unequal to 100%.

Services Provided JTPA Participants	Number Served	
	Adult	Youth
A. Classroom Occupational Training	2,665	892
B. On-the-Job Training	763	49
C. Educational Skills	1,148	1,603
D. Job Search Activities	728	58
E. Work Experience	233	971
F. Other Services (Vocational Exploration, Assessment, Orientation, Transitional, Placement)	13,287	11,437

## Follow-Up

The JTPA 13 week post-program follow-up has been in operation for eight years. Operations are housed at JDT, while data processing support is provided by the Department of Economic Development.

The telephone follow-up contacts are made on a random sample of adult participants 13 weeks after termination from their Title II or Title III funded JTPA program. The follow-up system is designed to provide information to evaluate the effectiveness of JTPA programs. The participants are also asked to evaluate the services and training received.

Follow-up continues to be one of the major tools used to measure SDA performance. Program Year 1994 performance standards for Title II-A adults consisted of four follow-up measures. They are: weekly earnings, entered employment rate, weekly earnings for welfare recipients, and entered employment rate for welfare recipients.

Note: Not all participants included in randomly selected follow-up sample.

## Results From The Telephone Survey

<u>ITEM</u>	<u>TOTAL</u>	<u>PERCENT</u>
Total Surveyed:	5,025	
Worked 13th Week:	3,997	79.5%
Did Not Work 13th Week:	1,028	20.5%
Quality of Service		
Excellent:	2,781	55.3%
Good:	1,680	33.4%
Fair:	365	7.2%

## Results, continued

<u>ITEM</u>	<u>TOTAL</u>	<u>PERCENT</u>
Quality of Training		
Excellent:	2,038	40.5%
Good:	1,798	35.7%
Fair:	364	7.2%
Current Status		
Employed Part-Time:	713	14.2%
Employed Full-Time:	3,318	66.0%

(Combined figures for Title III FF and Title II-A 77%)

## Nontraditional Employment for Women

The JTPA requires special targeting to provide for wider opportunities to train and retain women in nontraditional fields and to maximize the effectiveness of resources under JTPA and the Carl Perkins Act to train and place women in nontraditional employment.

The Division worked with the Missouri Women's Council to implement programs in coordination with the PICs.

In PY'94, 216 women participated in training in nontraditional occupations using Title II funds. Sixty-eight percent (68%) of the women were between the ages of 22 and 40, and 19% were minorities. By the end of PY'94, 113 had terminated to employment in a training related field. The wages at employment ranged from \$4.25 to \$18.16 per hour for an average of \$6.85 per hour.

Nontraditional Participants by Age	
Age	Percentage
14-21	21%
22-30	41%
31-40	27%
41 and over	10%



Nontraditional Training by Occupation Job Title Categories	Number of Individual	
Production, Construction, Operating, Maintenance, & Material Handling	84	39%
Machinists & Transportation	37	17%
Professional & Technical	33	15%
Service	26	12%
Educators, Arts & Health Related	10	5%
Managerial & Administrative	8	4%
Agriculture, Forestry, Fishing & Related	8	4%
Sales & Marketing	6	3%
Clerical & Administrative Support	4	2%

TERMINATED TO EMPLOYMENT Job Title Categories	Number of Individual	Placement Wage	Retained 13th Week*
Production, Construction, Operating, Maintenance & Material Handling	18	\$5.00 - \$13.52	3
Machinists & Transportation	43	\$4.25 - \$18.16	17
Professional & Technical	5	\$5.25 - \$9.50	1
Services	18	\$4.25 - \$10.00	0
Educators, Arts & Health Related	3	\$4.25 - \$9.00	0
Managerial & Administrative	2	\$6.00 - \$6.01	0
Agriculture, Forestry, Fishing and Related	5	\$4.25 - \$6.25	0
Sales & Marketing	8	\$4.25 - \$7.00	0
Clerical & Administrative Support	11	\$4.25 - \$8.00	1

\* Note - Not all participants included in randomly selected follow-up sample.

# **OVERVIEW OF JTPA IN MISSOURI**

## **The JTPA Legislation**

The Job Training Partnership Act (JTPA) of 1982 authorizes programs which prepare youth and unskilled adults for productive employment. It provides for training to help people with limited income or facing serious barriers to employment to obtain jobs. The Act also provides for employment and training services for permanently laid-off and older workers.

### **Title I**

Title I provides authority and procedures for establishing advisory, policy making, and administrative entities required to carry out the provisions of the legislation.

### **Title II**

Title II provides for the distribution of funds, authorized training activities for eligible youth and adults, and outlines uses of some state-administered funds.

### **Title III**

Title III provides guidelines for the state-administered Worker Reentry Program.

### **Title IV**

Title IV provides guidelines for JTPA programs administered on the federal level.

### **Title V**

Title V established employment- and training-related revisions to the Social Security Act and the Wagner-Peyser Act.

## **Counties Within Service Delivery Areas**

SDA 1	Andrew, Atchison, Buchanan, Caldwell, Clinton, Daviess, DeKalb, Gentry, Grundy, Harrison, Holt, Linn, Livingston, Mercer, Nodaway, Putnam, Sullivan, Worth
SDA 2	Adair, Clark, Knox, Lewis, Lincoln, Macon, Marion, Monroe, Montgomery, Pike, Ralls, Randolph, Schuyler, Scotland, Shelby, Warren

SDA 3	Cass, Clay, Jackson (Kansas City only) Platte, Ray
SDA 4	Bates, Benton, Carroll, Cedar, Chariton, Henry, Hickory, Johnson, Lafayette, Pettis, St. Clair, Saline, Vernon
SDA 5	Audrain, Boone, Callaway, Cole, Cooper, Howard, Moniteau, Osage
SDA 6	St. Louis City
SDA 7	Barry, Barton, Dade, Jasper, Lawrence, McDonald, Newton
SDA 8	Christian, Dallas, Greene, Polk, Stone, Taney, Webster
SDA 9	Camden, Crawford, Dent, Gasconade, Laclede, Maries, Miller, Morgan, Phelps, Pulaski, Washington
SDA 10	Butler, Carter, Douglas, Howell, Oregon, Ozark, Reynolds, Ripley, Shannon, Texas, Wayne, Wright
SDA 11	Bollinger, Cape Girardeau, Dunklin, Iron, Madison, Mississippi, New Madrid, Pemiscot, Perry, Ste. Genevieve, St. Francois, Scott, Stoddard
SDA 12	Jackson
SDA 13	St. Louis
SDA 14	St. Charles
SDA 15	Franklin, Jefferson

## **How JTPA Is Administered**

The Act continues the federal government's commitment to provide assistance to targeted populations. It also increases state responsibility for the general administration of the programs, which are locally implemented.

The Missouri Training and Employment Council (MTEC) meets approximately four times each year to discuss job training, program coordination, service delivery, performance standards, and other work force development issues.

The Council provides the Governor with policy advice on strategies for enhancing the job development and training system. The Council has significant representation from the private sector, including its chair.

The Division of Job Development and Training administers JTPA and State funds to:

- 1) provide training for economically disadvantaged youth and adults;
- 2) establish worker reentry training designed to meet the needs of Missouri employees and employers in a technologically changing economy;
- 3) help train and find jobs for older workers;
- 4) provide customized training to meet needs of new and expanding employers; and
- 5) provide specialized training to potential school dropouts.

The Service Delivery Areas (SDAs) are fifteen geographically defined areas in Missouri where JTPA services are available. Representatives of the private and public sectors serve on the Private Industry Councils (PICs). They are responsible for identifying the training needs and designing programs to meet those needs in the Service Delivery Areas.

## Local Missouri JTPA Administrators

<u>SDA</u>	<u>Private Industry Council Chairs</u>	<u>Chief Elected Official</u>	<u>Administrative Entity</u>	<u>Administrator</u>
1	Darold Hughes	Honorable Dwaine Meservey	North Central Missouri College	Betty Trimble
2	Donald P. Hays	Honorable Lewis Palmer	SDA II PIC, Inc.	Michael Shepard
3	A. Drue Jennings	Honorable Emanuel Cleaver	Full Employment Council, Inc.	Clyde McQueen
4	Gloria Owens	Honorable Larry R. Peters	Western Missouri PIC, Inc.	Harlan McGinnis
5	Charles Melkersman	Honorable Don Stamper	Private Industry Council for SDA 5, Inc.	Jim Marcantonio
6	Robert Bell	Hon. Freeman Bosley, Jr.	St. Louis Agency on Training & Employment	Geraldine Wasniewski Acting Director
7	Richard Edgar	Honorable Gary Frieden	SDA 7 Private Industry Council, Inc.	Neal Ball
8	Craig Curtiss	Honorable Darrell Decker	Job Council of the Ozarks	Robert E. Simpson
9	James R. Dickerson	Honorable Searles Anderson	Central Ozarks Private Industry Council	Janet Vaughn
10	Garland Barton	Honorable Leo Warren	Ozark Action, Inc.	Patricia Lindeman
11	Randy Starkey	Honorable Gerald Jones	Southeast Missouri PIC	Ron Swift
12	Wayne Brusewitz	Honorable Rondell Stewart	Full Employment Council, Inc.	Clyde McQueen
13	David Miller	Honorable Buzz Westfall	Dept of Human Services/ Office of Emp & Trng	Wayne Flesch
14	Patricia Schacher	Honorable Joe Ortwerth	St. Charles County Gov/ Work Connections Center	Marvin Freeman
15	John Rhodes	Honorable Jon Selsor Honorable Bill Diez	Office of Job Trng Prog/ Jefferson-Franklin Counties, Inc.	Ronald Ravenscraft

# JTPA AND OTHER FEDERAL FUNDING IN MISSOURI

## Title II

### Training Services for the Disadvantaged

1.	SDA Adult and Youth Programs	\$ 46,582,438
a.	Regular Adult/Youth	\$ 24,893,304
b.	Summer Youth	\$ 21,689,134
2.	State-Administered Funds	\$ 7,800,576
a.	Experienced Worker Program	\$ 1,050,950
b.	Education Coordination	\$ 2,337,959
c.	Program Administration	\$ 1,513,975
d.	Incentive/Tech Assistance	\$ 2,897,692
	i. Incentive	\$ 2,065,772
	ii. Technical Assistance	\$ 831,920

## Title III

### Worker Reentry Programs

1.	Title III-F - Economic Dislocation and Worker Adjustment Assistance	\$ 13,913,644
2.	Title III-D - Special Initiative for Economic Dislocation and Worker Adjustment Assistance and Floods of 1993	\$ 10,530,307

## Title IV-C

Veterans	\$ 825,751
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## Title IV

Capacity Building Challenge Grant	\$ 125,000
Computer Based Training Module Development	\$ 540,000
Capacity Building National Conference	\$ 116,511

## US Department of Health and Human Services

DFS JOBS/FUTURES	\$ 312,500
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## US Department of Agriculture

DFS Missouri Employment and Training Program	\$ 250,000
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Serve America	\$ 271,543
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Nontraditional Employment for Women (NEW) Grant	\$ 264,921
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Spirals Program (Ford Foundation Grant)	\$ 8,602
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Corporation for National and Community Service (Special Programs for Flood Relief)	\$ 399,890
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<b>TOTAL</b>	<b>\$ 81,941,683</b>
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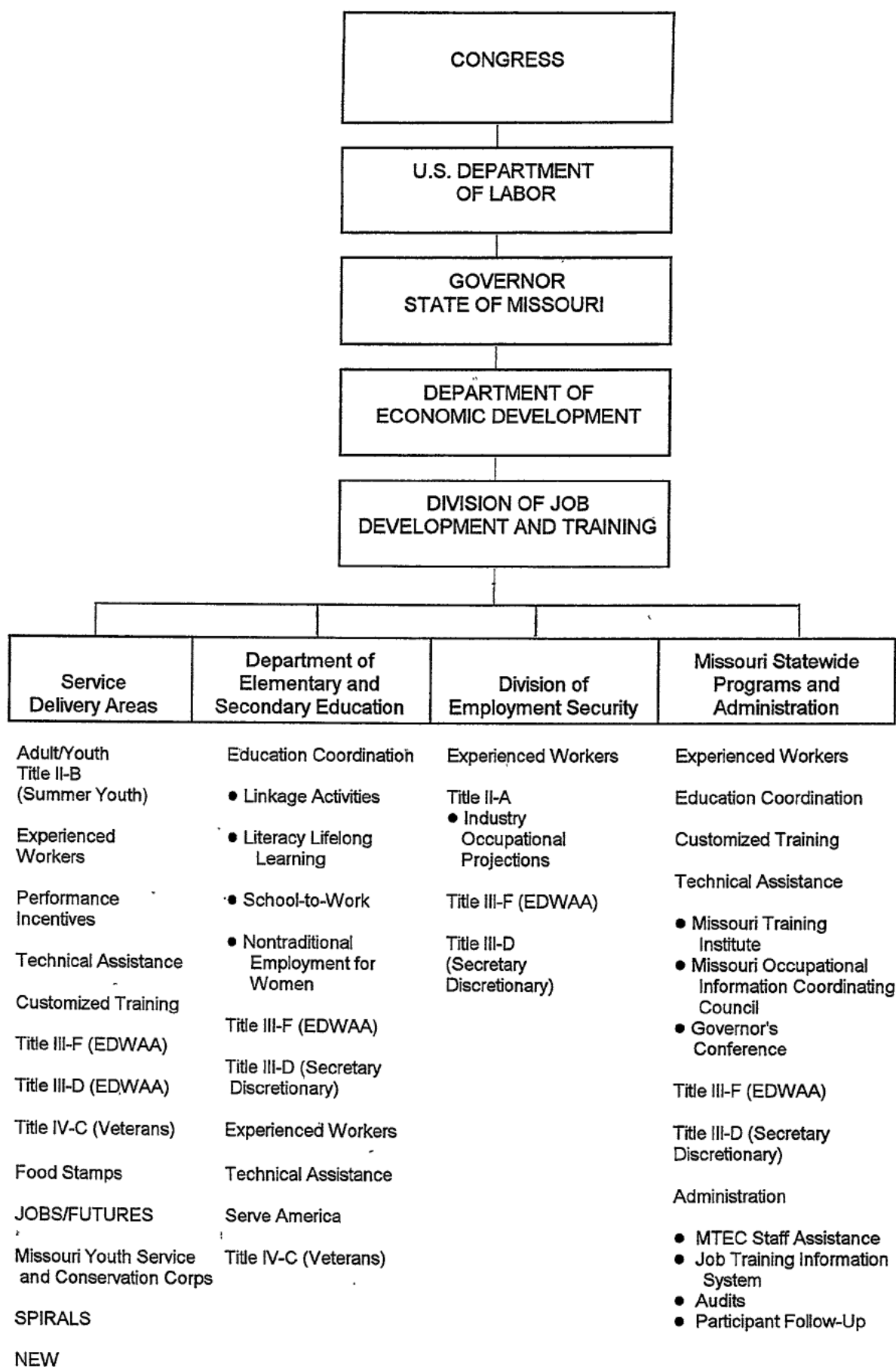
Resources Available, Program Year 1994



## Program and Funding Allocation by SDA

SDA	TITLE II-A INCLUDING INCENTIVE	TITLE II-C INCLUDING INCENTIVE	TITLE II-B	TOTAL
1	751,442.93	445,479.58	918,489.69	2,115,412.20
2	830,414.19	529,736.26	1,044,183.19	2,404,333.64
3	1,883,787.53	1,425,900.35	2,976,413.99	6,286,101.87
4	845,217.09	775,615.90	1,076,621.72	2,697,454.71
5	584,836.24	361,773.85	794,921.02	1,741,531.11
6	1,616,922.56	1,949,240.61	3,079,746.00	6,645,909.17
7	671,644.22	381,452.74	959,607.41	2,012,704.37
8	1,120,277.96	835,736.20	1,569,605.22	3,525,619.38
9	1,094,440.77	1,094,752.59	1,483,052.04	3,672,245.40
10	938,217.87	705,997.48	1,216,984.32	2,861,199.67
11	1,448,365.29	1,161,957.30	2,239,935.36	4,850,257.95
12	257,576.81	220,780.22	482,275.47	960,632.50
13	1,360,250.41	1,107,945.07	2,157,015.91	4,625,211.39
14	429,853.26	318,320.53	575,058.15	1,323,231.94
15	1,184,499.40	626,641.35	1,115,224.07	2,926,364.82
TOTAL	15,017,746.53	11,941,330.03	21,689,133.56	48,648,210.72

## JTPA Funding Flow PY'94



## JTPA ALUMNI AWARD WINNERS

Each SDA recognized several of their successful PY'94 alumni and their achievements. At the Annual Governor's work force development conference, fifteen special alumni, one from each SDA in Missouri, were honored. These award winners overcame adversity and are now contributing their skills to Missouri's economy and quality of life.

- ◆ **Brenda Anderson** overcame the obstacle of driving 140 miles round trip to Cosmetology School each day and a serious illness in order to complete her JTPA skill training. She is now the manager of a large cosmetics chain store in Maryville and looks forward to the day she becomes co-owner.
- ◆ **Dan Forss** was homeless, without food, and had no employment when he contacted the Boonslick Regional Planning Commission. With the help of JTPA job search assistance, he has since found a permanent job as a production worker at local manufacturing company. He has also found suitable housing, married, and made great strides to get his life back on track.
- ◆ **Quentin Brown**, a single parent of one, wanted to work but knew she did not have the educational skills needed to secure a "good job". After completing JTPA classroom training at Penn Valley Community College in computer training, she is now employed as an administrative assistant at a health care facility and no longer depends on public assistance for her family's needs. She plans to begin studies for an accounting degree this fall.
- ◆ **John Pilcher, Jr.** was a high school dropout from a family that did not value education. He had few job skills and was under 18 when he became aware of the JTPA programs. John obtained his GED and completed an on-the-job training program with a large manufacturing company. He is currently working there as a machine operator.
- ◆ **Judith Murphy** was battling depression, a lack of self-confidence and the stress of single parenting. Although she had a college degree in journalism, she felt finding a job using her writing skills was an unreachable goal. Through the help of a JTPA on-the-job training position which used her writing and editing skills, she is now working at an audio productions company as an Administrative Assistant and provides for herself and her son.
- ◆ **Sandra Saunders**, a single parent of two young children, had a work history of only short term employment with few marketable skills. She completed the JTPA skill training program in building maintenance and successfully completed the tile setters union apprentice class. She was hired as a tile setter and is now self supporting.
- ◆ **Gayla Pace** is a self-starter who through courage and determination pursued her goal of self-sufficiency. She completed the JTPA skill training in Surgical Technology and is now working full time at a major hospital in that field. She no longer has to rely on public assistance for support of herself and three children.

- ◆ **Linda Mease** contacted Job Council of the Ozarks for assistance after being accepted into the Respiratory Therapy Program at Ozarks Technical Community College. Linda graduated with an Associates Degree in Respiratory Therapy and is currently working at a major hospital. She took her state board exam in July and will take the test for a registered therapist in December. Her husband is remodeling their home and their four sons are doing fine. At forty-five, Linda is beginning her new profession and the future looks bright for her and her family.
- ◆ **Danette Hauesser** wanted a better life for herself and family. As a single parent of two, she needed a job with a future. She became interested in machinist training and, with JTPA assistance, enrolled in classes at the Rolla Technical Institute. She is now a general machinist in the grinding department of a metal manufacturing company and is one of three women working in the shop. She has recently remarried and feels she now has the skills to advance her career.
- ◆ **Sandra Johnson-Dobson** had a history of unemployment and lacked marketable job skills. This led to reliance on public assistance to support herself and her daughter while she took care of her terminally ill mother. After her mother's death, Sandra was helped by JTPA skill training classes to get employment at a local health care center as a Certified Nurse Aid. She is currently working toward her practical nurse's license.
- ◆ **Mischell McDougale-Newsom**, a single parent of two receiving Aid to Families with Dependent Children, has always enjoyed working in non-traditional careers. At the suggestion of a Division of Employment Security technician, Mischell enrolled in JTPA skill training in welding and is currently employed as a welder on barges. She has recently remarried and now feels confident she can help herself and her family.
- ◆ **Christopher Vanhorn**, a young ex-offender, had a strong determination to get the kind of training he felt he needed and wanted to succeed. He enrolled in JTPA classroom training in welding and is now employed as a welder at a large rail service. His determination to stick with his dream is a source of pride for himself and a model to others.
- ◆ **Lisa Rogers** set out to make a positive change in her life with the help of a JTPA skill training program. A single mother of four and despite her youngest child's illness, Lisa finished her Associate Degree in Administrative Office Systems and was hired at the Division of Family Services' county office from which she once received assistance. She plans to start work on her bachelor's degree next year.
- ◆ **Isis Garica**, a single mother of three, has always struggled to just get by. Through the cooperative efforts of FUTURES and JTPA, Isis obtained her GED and after a brief work experience program found work as a general office clerk for a manufacturing company.
- ◆ **Dawn Hartman** lacked the employment skills needed to meet the financial needs of herself and her daughter much less think about going to college. Through the help of JTPA skill training in business systems, Dawn obtained a full-time job as a billing supervisor in a trucking company. She looks forward to further education and financial independence.

# **GOVERNOR'S JOB TRAINING AWARDS**

On October 26, 1995, the Governor's Awards for Excellence were presented at the Missouri Training and Employment Council's Annual Conference, recognizing outstanding performance in the work force development system during PY'94.

## **Private Industry Council Member of the Year**

### Winner

**Darold G. Hughes, PIC Chairman, SDA 1**

Darold Hughes has served on SDA 1's Private Industry Council since its inception. He has maintained an attendance record of over 90% since the Council was formed in August, 1983. His leadership and consistent positive support contributed greatly during the SDA's conversion to the "one-stop" concept in each sub-area.

## **Outstanding Dedication and Service by Local Elected Official**

### Winner

**Freeman R. Bosley, Jr. Mayor of the City of St. Louis, Missouri, SDA 6.**

Mayor Freeman Bosley, Jr has been SDA 6's Chief Local Elected Official since April 1993. He has provided strong leadership which includes a belief that together government, business, and the community can make a positive difference in the economic well-being of all its citizens. His efforts to build coalitions have been nationally recognized.

## **Outstanding Private Industry Council**

### Winner

**Western Missouri Private Industry Council, Inc., SDA 4**

Western Missouri Private Council (WMPIC), an outstanding PIC who's actions are driven by the multi faceted needs of a rural area. Working together, each member contributes toward the building of successful activities to meet those service needs. The WMPIC board is commitment to excellence and dedication to work force development.



## **Excellence in Performance**

### Winner

#### **Job Council of the Ozarks, SDA 8**

In PY'94, SDA 8 exceeded all six Title II performance standards by an average of 54.9%. This excellent performance indicates the strength of local programs and the SDA's commitment to meet the employment and training needs of its customers.

## **Special Populations and Innovative Programs**

### Winner

#### **St. Charles Co. Work Connection Center, welfare recipients, SDA 14**

The St. Charles County Government Work Connection Center ensures programs are in place that allow welfare recipients a successful transition from welfare to work. The Center staff help eliminate job barriers and offer training opportunities in demand occupations. The Work Connections Center has operated a Food Stamp pilot program (JET) for DFS since January 1994. It also actively participates in the FUTURES Coordinating Committee which allows staff from both programs to take a case management approach to address the customers needs.

## **Excellence in Program Performance - Title II A (Adult)**

### Winner

#### **Office of Job Training Programs, Jefferson-Franklin Counties Inc. SDA 15**

SDA 15 has demonstrated excellent performance through its strong On-the-Job Training Program. The SDA achieved a remarkable adult entered employment rate of 93% for Program Year 1994. PIC staff continue to have a close working relationship with the Division of Employment Security, their local service provider.

## **Excellence in Program Performance - Title II C (Youth)**

### Winner

#### **Central Ozarks Private Industry Council, SDA 9**

SDA 9 excelled in service to youth in PY'94 through the Title II-C program. Four hundred and thirty participants, age 14 through 21, were served with 288 being out of school youth. The quality of services provided to area youth continued to meet the high standards expected in this service delivery area.

## **Excellence in Program Performance - Title II B (Summer Youth)**

### Co-Winners

#### **Ozark Action, Inc., SDA 10**

#### **South Central Missouri Community Action Agency**

SDA 10's Title I-B program is designed to enhance citizenship skills through the building of self-esteem, teamwork, leadership abilities and civic responsibility. This was accomplished by the SDA staff and their program operator, South Central Missouri Community Action Agency, using a variety of community organizations and other local agencies. Of the Summer Youth enrolled in academic enrichment and work experience programs, 91% successfully completed their training.

## **Outstanding Experience Worker Program**

### Winner

#### **Job Council of the Ozarks, SDA 8**

SDA 8 recognized the need to expand and enhance services to older workers to meet a rapidly increasing need in their work force. In PY'94, 42 participants were served in the Experienced Worker Program, which achieved entered employment rate of 79% at an average wage at placement of \$5.58 per hour.

## **Outstanding Worker Reentry Program**

### **Co-Winners**

**Full Employment Council, Inc., SDA 3/12**  
**UNKC Project Refocus, SDA 3/12**

In cooperation with the Full Employment Council, Project Refocus has been providing services to dislocated workers in the Kansas City Area for nearly 12 years. During Program Year 1994, the project placed 645 workers back into the work force at approximately \$10.25 per hour. The program was selected as a charter member of the Enterprise Council, a U.S. DOL national initiative to identify high quality, customer-oriented worker reentry programs.

## **Excellence in Customized On-the-Job Training**

### **Winner**

**Department of Human Services, Office of Employment & Training, SDA 13**

SDA 13's Customized Training Program demonstrates how well government and the private sector can work together to promote business growth and a quality work force. Four OJT contracts were successfully developed with wages ranging from \$8.00-\$12.00 per hour.

## **Excellence in Customized Classroom Training**

### **Winner**

**Central Missouri Vocational Education Consortium**

A major reason given by companies for moving into the Central Ozarks area is the existence of a strong professional vocational education partnership. This partnership consists of the Central Missouri Vocational Education Consortium, Lebanon Area Vocational Technical School, and the Rolla Technical Institute. Area manufacturers which have benefited from this training partnership include Briggs and Stratton, Copeland Complaint Scroll, Detroit Tool, the Durham Company, Marathon Electric, and Talema Electronics. The Consortium's commitment to improve work force productivity and meet customer needs demonstrates its team effort toward quality customer service.

## **Governor's Special Award for Outstanding Service**

### **Winner**

#### **John Pendleton, Division of Employment Security**

John Pendleton has been with the Division of Employment Security for 29 years. He is currently the manager of the St. Louis County Northwest Local Job Service and has been involved with the operations of JTPA programs since their inception. Mr. Pendleton's commitment to meet the needs of the St. Louis customers has earned the respect of his peers and co-workers all over the state. He is commended for his outstanding service and dedication to the betterment of the work force development system.

# **MISSOURI TRAINING AND EMPLOYMENT COUNCIL SUMMARY AND RECOMMENDATIONS Program Year 1994**

## **Activities Summary/Recommendations/Action**

A number of significant programs, plans and events were initiated by the Missouri Training and Employment Council(MTEC) through its job training and policy advisory roles including:

- ◆ Sponsorship of the Governor's annual job training conference, featuring a variety of speakers and workshops;
- ◆ The plan developed by the Task Force for Work Force Preparation in Missouri was adopted by the Governor;
- ◆ Presentations at each meeting by JTPA service providers and participants to showcase activities and services such as youth service corps, Missouri Works program, and coordination.

## **Coordinated Service Delivery/Action**

MTEC initiated these actions through JDT:

- 1) Encouraged continued interagency collaboration in the expansion of the school-to-work initiative and establishment of the Employer Gateway pilot project.
- 2) Provided technical assistance through JDT for SDAs in the implementation of the Career/Multi Program Centers through Title III Governor's discretionary funds.
- 3) Encouraged the interagency collaboration necessary to apply for a one-stop planning and implementation grant from DOL.
- 4) Used Total Quality Management facilitation tools to identify implementation priorities within the MTEC work force development action plan.
- 5) Encouraged the use of Total Quality Management and its facilitation tools by all workgroups in developing the strategies to implement the work force development plan.

# MTEC MEMBERSHIP

## BUSINESS AND INDUSTRY

Terrence Ward, Chairman

Robert Bell

Milton Bischof, Jr.

**Vice Chairman**

Fred Grayson

Bill House, Jr.

Karen Pletz

Janice Schuerman

Kathleen Whyte

H & R Block

Robert E. Bell Associates

BSI Constructions Inc.

Briggs & Stratton Corporation

House Construction Co., Inc.

Central Trust Bank

MFA, Inc.

Hallmark Marketing Corporation

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## STATE LEGISLATURE, STATE AGENCIES, LOCAL GOVERNMENT AND LOCAL EDUCATION AGENCIES

Robert Asel

Dennis Coleman

Marvin Fielding

Betty Gregoire

Sandra Moore

James Orr

Carmen Schulze

Thomas Sullivan

Dept. of Elem. and Secondary Education

St. Louis County Economic Council

State Fair Community College

Platte County Assessor

Dept. Labor and Industrial Relations

Graff Career Center

Department of Social Services

Department of Economic Development

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## ORGANIZED LABOR & COMMUNITY BASED ORGANIZATIONS

George Eberle, Jr.

Mike Fisher

Robert Fowler

Doris Jones

Duke McVey

Robert Steinke

Grace Hill

Heart of America Labor Council

Pipefitters

Urban League of Metropolitan

St. Louis, Inc.

Missouri State Labor Council

Newspaper Guild

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## GENERAL PUBLIC

Edna Freeman

Jack McBride

Dr. William Mann

St. Charles

Fulton

Kansas City

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